



COUNTY OF YORK JOB DESCRIPTION

Classification: Counselor II
Functional Title: Casework Specialist
Community Services/Juvenile Services
Crossroads Community Youth Home

Human Resources Department
120 Alexander Hamilton Blvd.
Yorktown, Va. 23690
Phone: 757-890-3687
Fax: 757-890-3699

GENERAL STATEMENT OF JOB

Performs case management functions and provides or coordinates individual or group counseling services on either an individual basis or in a group home setting for the Juvenile Services Division. Coordinates the general activities of youths in the home. Develops and implements treatment plans, and counsel's youths and their families. Performs 60 day progress reports, court reviews, quarterly reports when appropriate, and recreational activities for Crossroads Community Youth Home residents. Responsible for setting up and maintaining client records efficiently and orderly, recording client progress, treatment plans, and individualized service plans. Offers recommendations to program supervisors, parents, probation officers/social workers and other involved parties. Oversees the work of designated interns and volunteers in the area of case management. Work is performed under regular supervision.

DISTINGUISHING FEATURES OF THE POSITION

The incumbent must be able to work during non-routine office hours and during emergency situations such as during natural disasters. Assigned shifts may vary according to population and programmatic requirements. The position is subject to being on call 24/7, 365 days per year.

ESSENTIAL JOB FUNCTIONS

Responsible for implementing all aspects of case management; performs intake duties and assessment of youth and families referred to the program, assessing mental status of client, and identifying needs relative to counseling program; develops and executes treatment plan as well as all Individual Service Plans. Prepares and maintains individual client files and completes necessary reports.

Coordinates with related agencies on all intake paperwork to include Medicaid, private insurance, medical authorizations and any other paperwork to insure client coverage.

Coordinates activities with school officials, court officials, health care workers and other involved parties to share and exchange information; coordinates with other agency supervisors, program counselors, and other professionals to plan service delivery.

Executes remedial and developmental counseling programs for individuals, groups, and families, counseling clients individually or in groups using cognitive behavioral therapy and teaching such life skills as coping, group living, societal expectations, etc.

Responsible for training staff on the guidelines for implementing the Prison Rape Elimination Act (PREA) and ensuring the facility is compliant with all PREA standards (forms, posters, and group discussions with children); responds to and investigates complaints made by the children at

Crossroads. In coordination with the Manager, coordinates any PREA audits that may occur; maintains all documentation relating to PREA.

Provides recreation activities which supports the service plan and goals of the Crossroads Community Youth Home.

Meets regularly with parents, educators, probation officers/social workers, therapist and other relevant persons to inform them of clients' progress, and/or to counsel and train them in techniques of behavioral management.

Provides crisis intervention services to residents and employees after employment related issues/incidents.

Reports to supervisors on the progress or status of new clients and makes recommendations as to the appropriateness of program for specific youths and their families.

Serves as a consultant to other staff and volunteers regarding assessment diagnosis, coordination of services, and referrals to various community services utilizing staff to interface with program services and to provide an after-care program for youth prior to discharge.

Develops and maintains a working knowledge of all licensing standards which govern the administration of the program; assists the Program Manager III in planning and organizing case management activities for the group home.

Provides transportation to the residents as needed.

Coordinates all group related counseling activities.

ADDITIONAL JOB FUNCTIONS:

Assists with training of staff when required.

Participates in staff and various inter-agency committees.

Performs other related work as required.

ENTRY KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of individual and group behavior.

Thorough knowledge of child development and the role of the family.

Thorough knowledge of the causes of juvenile delinquency and current methods of juvenile offender treatment.

General knowledge of counseling procedures, and techniques used in working with socially and emotionally maladjusted children.

General knowledge of interviewing techniques and procedures.

General knowledge of child and adolescent psychology.

Demonstrated ability to conceptualize, analyze, and solve problems.

Ability to foster the cooperation of the youth in the treatment process.

Ability to work with youth in an empathetic and understanding manner.

Ability to intervene and correct behavior and facilitate group discussion and activities.

Excellent written and oral communication skills with a demonstrated capacity to prepare reports and provide a professional opinion on complex systemic issues.

Ability to communicate effectively with youth and explain the progress of the youth to their family members and other treatment staff.

Ability to work effectively under stress in a group home environment.

Ability to organize and implement a variety of programs for group home residents.

Ability to exercise good judgment and resourcefulness in meeting difficult non-routine problems and situations, and ability to plan and carry out work effectively.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a bachelor's degree from an accredited college or university in Counseling, Criminal Justice, Education, Psychology, Sociology, Social Work, or a closely related field and 2 to 4 years of experience in an increasingly responsible position requiring strong case management skills, and skill in working with socially or emotionally maladjusted youth in the juvenile justice system and human services arena. A Master's degree is preferred.

SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the Commonwealth of Virginia. Must be certified in CPR, Basic First Aid, Medication Training, Food Handling, and Handle with Care. Requires an acceptable background check.

PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including, copiers, calculators, pagers, etc. Must be physically able to operate a motor vehicle. Occasionally involves moving furniture or other objects. Usually requires walking or standing to a significant degree. At times, it may be necessary to physically restrain a resident. Requires the ability to remain alert and observant, and the ability to respond appropriately to work situations and/or emergencies.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors, and giving instructions, assignments or directions to clients. Requires the ability to intervene and correct behavior, and facilitate group discussion and activities.

Language Ability: Requires the ability to read a variety of professional literature, reports, correspondence, forms, records, etc. Requires the ability to prepare correspondence, reports, forms, treatment plans, intake reports, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret policies and instructions; and deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively, particularly with young people and their family members..

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires basic ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and emergency situations.

Physical Communication: Requires the ability to talk and hear.

Prepared by: _____

Date: _____

Approval: _____